

PatientSimple

Empower your patients to manage their financial journey

A good patient experience starts with a seamless financial engagement. It's no secret the financial side of a consumer's healthcare journey can be confusing, causing additional stress during a time when the ultimate focus should be on getting a patient healthy. To help, organizations want collections to be simple. By leveraging our in-depth data and advanced analytics, we can help you identify the optimal financial pathway for your consumers, whether that be collecting a payment in full, serving up a personalized payment plan, or offering an avenue for financial assistance.

By adding personalization and automation, we can anticipate how to help each patient by creating a proactive, compassionate experience. Just as other industries provide easy, online tools for consumers to bank, purchase goods or book travel, we can empower your patients with similar insights and tools.

PatientSimple connects patients with a consumer-friendly, mobile-compatible, self-service portal to manage tasks like:

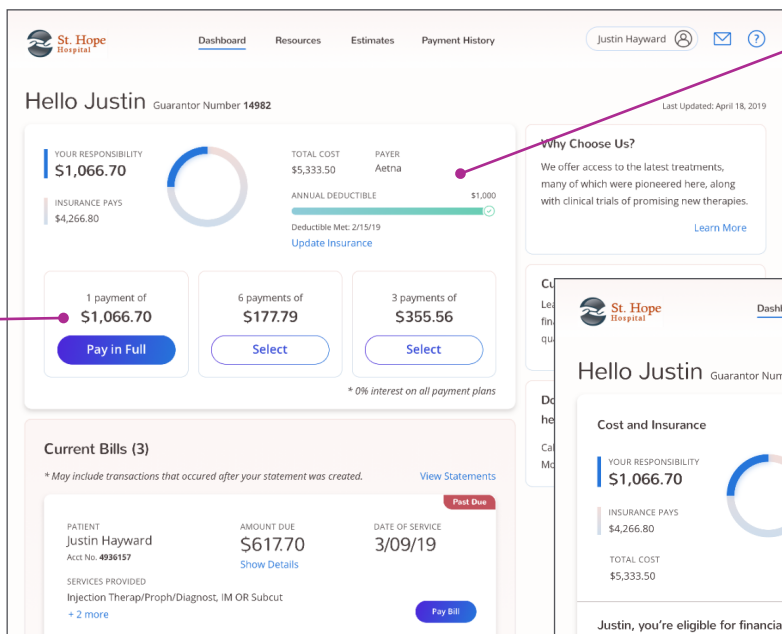
- Paying their balance
- Setting up payment plans
- Adding multiple accounts
- Generating price estimates
- Applying for charity care
- Updating insurance information

How we do it:

- 1 Data-driven, personalized messaging.** Our healthcare-specific collections scoring algorithm delivers insights based on the patient's financial data and propensity to pay to help you message accordingly.
- 2 Digital tools.** We can automate the ideal experience for your consumers, whether that take the form of charity or payment plans.
- 3 Multi-functional platform.** All of this flows through our best-in-class eCare NEXT workflow system, creating a richer patient experience.

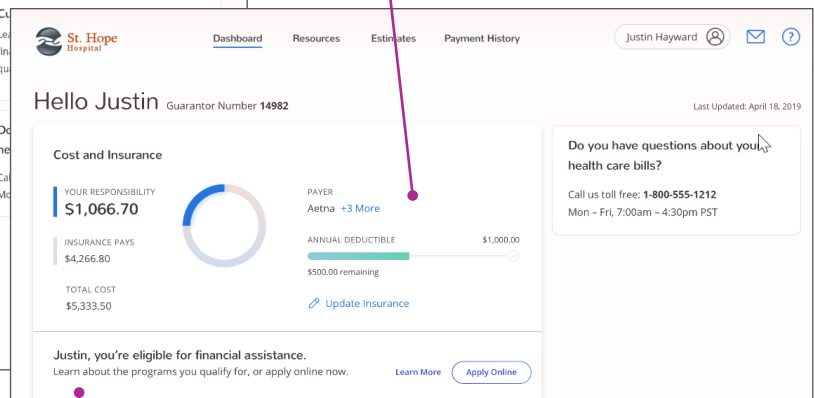
Uncomplicate the patient financial experience

1 Data-driven, personalized messaging with payment plan options



The screenshot shows a patient dashboard for Justin Hayward. It features a 'Hello Justin' greeting with the guarantor number 14982. A 'YOUR RESPONSIBILITY' section displays a total cost of \$5,333.50 and insurance pays of \$4,266.80, with a 'YOUR RESPONSIBILITY' of \$1,066.70. A donut chart visualizes the payment breakdown. Below this, three payment plan options are presented: '1 payment of \$1,066.70' with a 'Pay in Full' button, '6 payments of \$177.79' with a 'Select' button, and '3 payments of \$355.56' with a 'Select' button. A note states '* 0% interest on all payment plans'. A 'Current Bills (3)' section is also visible, showing a bill for Justin Hayward for \$617.70 due on 3/09/19.

2 Multi-functional platform with Eligibility integration



This screenshot shows a different view of the PatientSimple dashboard. It includes a 'Why Choose Us?' section with text about access to latest treatments and clinical trials. A 'Cost and Insurance' section displays the same financial data as the first screenshot, but with an 'ANNUAL DEDUCTIBLE' progress bar showing \$500.00 remaining. A 'Do you have questions about your health care bills?' section provides a toll-free number (1-800-555-1212) and hours of service. At the bottom, a 'Justin, you're eligible for financial assistance.' message is displayed with 'Learn More' and 'Apply Online' buttons.

3 Digital tools with financial assistance screening integration

What you get:

PatientSimple puts the patient needs back at the center of patient billing with personalized communication and payment plans. It simultaneously improves your revenue stream.

Engaging the patient upfront and capturing the remaining balance due for services after insurance has been paid can reduce your administrative expenses and overall collection costs.